
Banking Customer Service Resume

Job Objective

Seeking a Banking Customer Service position that offers an immediate challenge, career opportunity and advancement.

Highlights of Qualifications:

- Remarkable experience in the financial services industry, deposit and cash management
- Huge knowledge of banking sector
- Operational knowledge of compliance with federal and state regulations pertaining to the banking industry
- ability to resolve problems and sell bank products as well as upsell
- ability to work with internal and external consumers
- Ability to effectively communicate with prospective customers and existing customers and banking associates
- Proficient with word processing, spreadsheet, e-commerce, electronic mail and banking systems
- Excellent computer, detail and goal orientation skills
- Superior communication skills

Professional Experience:

Banking Customer Service
Spherion Staffing Services, Dyersburg, TN
August 2005 – Present

Responsibilities:

- Coordinated with customers and obtained personal financial information and interpreted available services.
- Introduced new deposit accounts and accepted loan applications.
- Handled customer questions and scrutinized account errors.
- Coordinated with bank teller for deposit.
- Aided customer in filling loan applications and obtained credit records.
- Carried out wire transfers of funds.

Banking Customer Service
Home Federal Bank, Dyersburg, TN
May 2000 – July 2005

Responsibilities:

- Represented the bank to the customer.
- Administered branch sales campaigns and up sold bank services.
- Handled payments for loans and updated bank records.
- Coached new branch personnel.
- Coordinated with co-workers and clients.
- Extended account information, handled inquiries and resolved complaints.
- Managed clients needs and also maintained adherence to scheduled breaks.

Education:

High School Diploma
Pasadena High School, Pasadena, CA

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